

## City of Fort Worth, Texas

### Job Description

<b>Classification Title</b>	IT Help Desk Technician		
<b>Job Code:</b>	TC5250	<b>Job Family:</b>	Technical/Para-Professional
<b>Pay Grade</b>	506	<b>Date Created:</b>	07/20/15
<b>FLSA Status</b>	Nonexempt	<b>Date Revised:</b>	

#### GENERAL SUMMARY

Serves as the primary contact for technical assistance for end users requiring support of IT applications, services and equipment. Troubleshoots and supports break/fix issues including analysis and repair of connectivity, software and hardware, access requests, equipment configuration, quality control, software installation and upgrading.

#### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Provides first level technical support for end-users, over the phone and through email, and chat. Receives incoming customer requests for application, software, hardware, and telephone support utilizing Case Management to dispatch cases/trouble tickets to appropriate departments via an Electronic Ticketing System.
2. Creates, maintains and troubleshoots network (Active Directory based) user accounts, applies other user account settings, and resets passwords.
3. Provides first level software support, which includes installing, maintaining and troubleshooting all client operating systems in use, primarily Windows operating systems, while escalating to on-site services to second and third level services
4. Provides first level hardware support, which includes installing, configuring, upgrading, maintaining and troubleshooting numerous hardware, desktops, laptops, servers, printers, iPads, tablets, MDCs, smartphones, mobile phones, digital phone systems, projectors, etc. while escalating to on-site services to second and third level services.
5. Provides support for enterprise and personal printing issues.
6. Provides ad hoc on-site and remote technical training assistance in support of IT initiatives and projects as needed.
7. Creates, edits, tests and posts articles for the Help Desk Support Team. Creates "How To" videos using specialized software in order to train and teach the customer base new and emerging technology/applications.
8. Performs other related duties as required.

9. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**
  - New technology and uses for end user.
  - Computer hardware and work related software applications.
  - Network and standalone multi-functional printer devices.
  - Microsoft Exchange Management Console.
  - Active Directory Console.
  - Operating systems.
  - Permission administration
  - Mobile smart phone and tablet devices
  - PowerShell and scripting
  - Remote control/support tools
- **Skill in:**
  - Customer service.
  - Prioritization and time management.
  - Multitasking.
  - Active listening.
  - Troubleshooting.
  - Emotional awareness and conflict resolution.
- **Ability to:**
  - Communicate clearly and effectively, both orally and in writing, with both technical and non-technical customers.
  - Support customers with technical issues.
  - Install and configure authorized software.
  - Meet deadlines and participate in multiple, simultaneous projects.
  - Speak in clear concise easy to understand terms.
  - Remain current and understand and use new, emerging technology
  - Use specialized video recording software for purposes of creating self-support learning materials.
  - Provide specialized training to end-users.

Read and understand technical documentation and instructions.

## **QUALIFICATIONS**

### **Minimum:**

An equivalent combination of education and experience sufficient to perform the essential duties of the position may qualify; Human Resources Department will determine appropriate qualifications. A typical way to obtain the minimum requirements would be:

High school diploma/GED and two years of experience in a computer help desk environment solving user problems in Windows operating systems, LAN/WAN, MS Office Suite, internet browsers, end-point security, Active Directory account management, permissions management, and mobile devices.

## **OTHER REQUIREMENTS**

Valid Texas Driver's License.

Possession of A+ certification, or ability to obtain within sixty (60) days of hire.

Possession of Microsoft Office User Specialist (MOUS) certification, or ability to obtain within sixty (60) days of hire.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

## **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.